



August 25, 2009  
Via Electronic Filing

Mr. Charles L.A. Terreni, Chief Clerk  
South Carolina Public Service Commission  
Synergy Business Park, Saluda Building  
101 Executive Center Drive, Suite 100  
Columbia, South Carolina 29210

**RE: Revised Local Tariff Pages for NuVox Communications, Inc.  
South Carolina Tariff No. 2**

Dear Mr. Terreni:

Enclosed for filing please find the original of revised local tariff pages in PDF format submitted on behalf of NuVox Communications, Inc. The purpose of this revision is to add VoxIP Hosted PBX Service, revise the VoxIP Service description, revise certain rates, and make minor text corrections in Section 2 of the tariff. The Company respectfully requests an effective date for this filing of August 31 2009.

Please acknowledge receipt of this request by date-stamping the extra copy of this letter and returning it to me in the self-addressed, stamped envelope enclosed for this purpose.

Any questions you may have regarding this filing may be directed to me at (407) 740-3004 or via email to [rnorton@tminc.com](mailto:rnorton@tminc.com).

Sincerely,

Robin Norton  
Consultant to NuVox Communications, Inc.

RN/lm

cc: Abby Sydlow - NuVox  
cc: Mr. C. Dukes Scott, SC Executive Director  
file: NuVox - SC - Local  
tms: SCL0902

## COMPETITIVE LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

## CHECK SHEET

Pages of this tariff, as indicated below, are effective as of the date shown at the bottom of the respective pages. Original and revised pages, as named below, comprise all changes from the original tariff and are currently in effect as of the date on the bottom of this page.

PAGE	REVISION		PAGE	REVISION		PAGE	REVISION
Title	Original		33	Original		64	Original
1	15 <sup>th</sup> Rev.	*	34	Original		65	Original
2	12 <sup>th</sup> Rev.	*	35	Original		66	Original
3	Original		36	Original		67	Original
4	3 <sup>rd</sup> Rev.		37	Original		68	Original
5	1 <sup>st</sup> Rev.		38	Original		69	Original
6	3 <sup>rd</sup> Rev.		39	Original		70	Original
7	4 <sup>th</sup> Rev.		40	Original		71	Original
8	Original		41	Original		72	Original
9	Original		42	1 <sup>st</sup> Rev.		73	Original
10	Original		42.1	1 <sup>st</sup> Rev.	*	74	Original
11	Original		43	1 <sup>st</sup> Rev.	*	75	Original
12	Original		44	Original		76	Original
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14	Original		46	Original		78	Original
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22	Original		54	Original		85.1	1 <sup>st</sup> Rev. *
23	Original		55	Original		85.2	2 <sup>nd</sup> Rev.
24	Original		56	Original		85.2.0	Original
25	Original		57	Original		85.2.1	Original *
26	2 <sup>nd</sup> Rev.		58	1 <sup>st</sup> Rev.		85.2.2	Original *
27	Original		59	2 <sup>nd</sup> Rev.		85.3	Original
28	Original		59.1	1 <sup>st</sup> Rev.		86	Original
29	Original		59.2	Original		87	Original
30	Original		59.3	Original		88	Original
31	Original		60	1 <sup>st</sup> Rev.		89	Original
32	Original		61	Original		90	Original
			62	Original			
			63	Original			

\* - Indicates pages included with this filing.

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2 North Main Street  
Greenville, South Carolina 29601

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## COMPETITIVE LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

## CHECK SHEET, (CONT'D.)

PAGE	REVISION		PAGE	REVISION		PAGE	REVISION
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92	Original		127	Original		159	3 <sup>rd</sup> Rev.
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94	Original		128	Original		160.1	3 <sup>rd</sup> Rev.
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97	Original		132	Original		161	1 <sup>st</sup> Rev.
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COMPETITIVE LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

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**SECTION 2 - RULES AND REGULATIONS, (CONT'D.)****2.7 Payment Arrangements, (Cont'd.)****2.7.2 Billing and Collection of Charges, (Cont'd.)****B. (Cont'd.)**

Paper Bill: Customers electing not to retrieve their call detail on line will receive a paper copy of their entire bill, including call detail, via the US Postal Service. Customers will be charged a monthly Account Detail Charge to help recover costs associated with providing a paper invoice.

Customers who wish to discontinue paper bills in favor of a Paper Remittance Statement and Web Bill Detail can call the Company or opt for the electronic invoice on the website.

Account Detail Charge, per month, per invoice \$5.95

For new customers or existing customers whose service is disconnected, the charge for the fraction of the month in which service was furnished will be calculated on a pro rata basis. For this purpose, every month is considered to have 30 days.

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(D)

**C.** When service does not begin on the first day of the month, or end on the last day of the month, the charge for the fraction of the month in which service was furnished will be calculated on a pro rata basis. For this purpose, every month is considered to have thirty (30) days.

**D.** Billing of the Customer by the Company will begin on the Service Commencement Date, which is the first day following the date on which the Company notifies the Customer that the requested service or facility is installed, unless extended by the Customer's refusal to accept service which does not conform to standards set forth in the Service Order or this tariff, in which case the Service Commencement Date is the date of the Customer's acceptance. The Company and Customer may mutually agree on a substitute Service Commencement Date. Billing accrues through and includes the day that the service, circuit, arrangement or component is discontinued.

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COMPETITIVE LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

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**SECTION 2 - RULES AND REGULATIONS, (CONT'D.)**

**2.7 Payment Arrangements, (Cont'd.)**

**2.7.2 Billing and Collection of Charges**

- E.** If any portion of the payment is not received by the Company within 20 days of receipt of the bill, or if any portion of the payment is received by the Company in funds which are not immediately available upon presentment, then a late payment charge of 1.5% per month shall be due to the Company. A late payment charge is not applicable to subsequent rebilling of any amount to which a late payment charge has already been applied. Late payment charges are to be applied without discrimination. **(T)**
- F.** The Customer should notify the Company of any disputed items on an invoice within thirty (30) days of receipt of the invoice. If the Customer and the Company are unable to resolve the dispute to their mutual satisfaction, the Customer may file a complaint with the South Carolina Public Service Commission in accordance with the Commission's rules of procedure. The address of the Commission is as follows:
- South Carolina Public Service Commission  
Koger Executive Center  
101 Executive Center Dr.  
Columbia, SC 29210
- G.** If service is disconnected by the Company (in accordance with Section 2.7.3 following) and later re-installed, re-installation of service will be subject to all applicable installation charges. If service is suspended by the Company (in accordance with Section 2.7.3 following) and later restored, restoration of service will be subject to the rates in Section 4.1 of this tariff.

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COMPETITIVE LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

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**SECTION 5 - NETWORK SERVICES DESCRIPTIONS, (CONT'D.)****5.18 VoxIP Service**

VoxIP Service is a family of NuVox services utilizing Voice over Internet Protocol technology. VoxIP Service available with T1, ISDN-PRI or other transport mechanism. VoxIP is offered subject to the availability of facilities and technology and compatibility with customer equipment, wiring, and software.

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VoxIP is available to new customers, and to existing customers upon expiration of their existing contracts for other NuVox service. Existing customers who convert to VoxIP are not entitled to accumulated long distance minutes associated with their pre-existing contract. Multi-location customers can, but are not required, to have VoxIP at all locations. NetPlus lines are available with VoxIP.

Pricing in this section does not include handsets, wiring, installation, LAN assessment, or any other special installation or services unless specified herein. Customer is responsible for subscribing to appropriate levels of bandwidth, based on the number of users, to accommodate local, long distance and 911 calling. Customer is responsible for complying with any guidelines or terms regarding this service and for having necessary facilities in place for its operation. NuVox is not responsible for outages or performance issues that might occur if Customer does not conform to these guidelines.

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VoxIP customers must maintain a minimum monthly commitment, defined as 85% of their monthly recurring charges at initial installation. Customers may decrease their services without penalty provided they do not fall below their minimum monthly commitment.

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COMPETITIVE LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

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**SECTION 5 - NETWORK SERVICES DESCRIPTIONS, (CONT'D.)****5.18 VoxIP Service, (Cont'd.)****5.18.4 VoxIP Hosted PBX**

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Hosted PBX is a user-based service that provides shared inbound/outbound local service, long distance and features that can be administered at the user, administrator, or service provider level. Hosted PBX services can be delivered over VoxIP transport service or another service provider's transport. Each user has an assigned telephone and basic features, and the option of subscribing to additional features. Other NuVox services may be bundled with Hosted PBX services subject to availability and compatibility and applicable recurring and nonrecurring pricing.

**Direct Inward Dialing (DID):** DID service is available to host and remote locations in the NuVox's footprint. DID service requires that a physical address be associated with each DID for the provision of local and long distance calling and 911 emergency routing service. VoxIP NuFeatures DID pricing applies.

**Long Distance:** VoxIP customers may call other NuVox VoxIP customers at no additional charge. VoxIP LD and LD Bucket pricing applies to Hosted PBX offerings. Additionally, Hosted PBX customers may qualify for ICB pricing.

**VoxIP Hosted PBX PowerPack Basic Seat**

VoxIP Hosted PBX PowerPack Basic Seat includes inbound and outbound local and long distance service. Extension dialing is available within a customer's user group and across customer's sites that are subscribed to this service. These features are included:

**Hosted PBX PowerPack Basic Seat User Features**

Caller ID/Name  
Call Forward Always/Busy/No Answer  
Call Fwd. Universal  
Call Hold  
Last Number Redial  
Call Log  
3 Way Call  
Call Return  
Call Transfer Consultation  
Call Transfer 3 Way  
Caller Id Block  
Call Transfer Disconnect  
(Blind)  
Call Waiting  
Call Waiting Cancel  
Attended Call Transfer

**Hosted PBX PowerPack Basic Seat Group Features**

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## COMPETITIVE LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

## SECTION 5 - NETWORK SERVICES DESCRIPTIONS, (CONT'D.)

## 5.18 VoxIP Service, (Cont'd.)

5.18.4 VoxIP Hosted PBX, (Cont'd.)

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Hosted PBX PowerPack Feature Packages:

Users who subscribe to Hosted PBX PowerPack Basic Seat may add Hosted PBX PowerPack 2 Feature Package or PowerPack 3 Feature Package. The monthly recurring charge for PowerPack 2 Feature Package or for PowerPack 3 Feature Package apply in addition to the monthly recurring charge for Hosted PBX PowerPack Basic Seat. PowerPack 3 includes the PowerPack 2 features. These Feature Packages may be available with other services, subject to compatibility and availability.

Hosted PBX PowerPack 2 User Features

Speed Dialing  
Anonymous Call Rejection  
Do Not Disturb  
Automatic Call Back  
Transfer Takeback  
Flash Call Hold

Hosted PBX PowerPack 2 Group Features

Call Park  
Call Pickup

Hosted PBX PowerPack 3 User Features

Call Forwarding Select (with Time of Day scheduling)	Sequential Ring/FMFM
Automatic Call Hold	SIM Ring
Busy Lamp Field	Alternate Numbers
4 or more Way Calling	Automatic Hold Retrieve
Customer Ring Back	Barge-in Exempt
Directed Call Pickup (with Barge In)	Voice Portal Calling
Call Notify	Push to Talk/Auto Answer
Priority Alert/ Distinctive Ring	Shared Appearance 10+
Selective Call Acceptance	NuVox Anywhere
Selective Call Rejection	Remote Office
	Voice Portal

Hosted PBX PowerPack 3 Group Features

Music On Hold  
Customer Ringback  
Instant Group Call

5.18.5 VoxIP Advanced Features:

The advanced features listed below are available for an additional price.

Auto Attendant

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**SECTION 6 - LOCAL SERVICES - MAXIMUM RATES, (CONT'D.)****6.13 VoxIP Service, (Cont'd.)****6.13.7 VoxIP Hosted PBX**Hosted PBX PowerPack Basic Seat

Monthly Recurring Charge: \$75.00 per user

Hosted PBX PowerPack 2

Monthly Recurring Charge: \$30.00 per user (applies in addition to Basic Seat)

Hosted PBX PowerPack 3

Monthly Recurring Charge: \$60.00 per user (applies in addition to Basic Seat)

**6.13.8 VoxIP Advanced Features**Auto Attendant

Monthly Recurring Charge: \$100.00 per number

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**CURRENT RATE SCHEDULE, (CONT'D.)****16A VoxIP Service, (Cont'd.)**

- D. VoxIP NuFeatures** - Customers can elect to add these individual features for an additional charge:

<b>Feature</b>	<b>Monthly Recurring Charge Per DID or Line</b>
Caller ID	No charge
Call Forward Busy and/or Don't Answer	\$2.50
Call Forward Universal	\$4.00
Call Holding	\$2.50
Call Transfer Disconnect	\$4.50
DID numbers	\$.21 per number
Additional Directory Listings	\$2.00 per listing
Hunting	\$9.00
Last Number Redial	\$2.50
Toll Restriction	No charge
Extended Area Plus	\$10.40

**E. VoxIP Non-Recurring Charges (NRC)**

A NRC of \$1,000 is applied to all VoxIP new installations.

NRC do not apply when NuPack, NuPack +, or NuFeatures are subsequently added to an account.

**F. VoxIP Session Initiation Protocol (SIP) Trunking****A. VoxIP SIP Features****1. Call Paths:**

Customers can choose between 1 and 96 Call Paths. Pricing will be calculated based on the number of simultaneous call paths that are specified on a per customer basis.

**Monthly Recurring Charge**

Per Call Path: \$25.00

**2. SIP Compression:**

This optional feature increases simultaneous calls and call path capacity by condensing message size prior to sending messages across the network. SIP Compression MRC applies in addition to the Call Path MRC.

**Monthly Recurring Charge:**

\$150.00 per 1.5 Mbps of Transport

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COMPETITIVE LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

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## CURRENT RATE SCHEDULE, (CONT'D.)

## 16A VoxIP Service, (Cont'd.)

## G. VoxIP Hosted PBX

Hosted PBX PowerPack Basic Seat

Monthly Recurring Charge: \$25.00 per user

Hosted PBX PowerPack 2

Monthly Recurring Charge: \$10.00 per user (applies in addition to Basic Seat)

Hosted PBX PowerPack 3

Monthly Recurring Charge: \$20.00 per user (applies in addition to Basic Seat)

## H. VoxIP Advanced Features

Auto Attendant

Monthly Recurring Charge: \$35.00 per number

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